External Vendor Authorization

DDD

External User

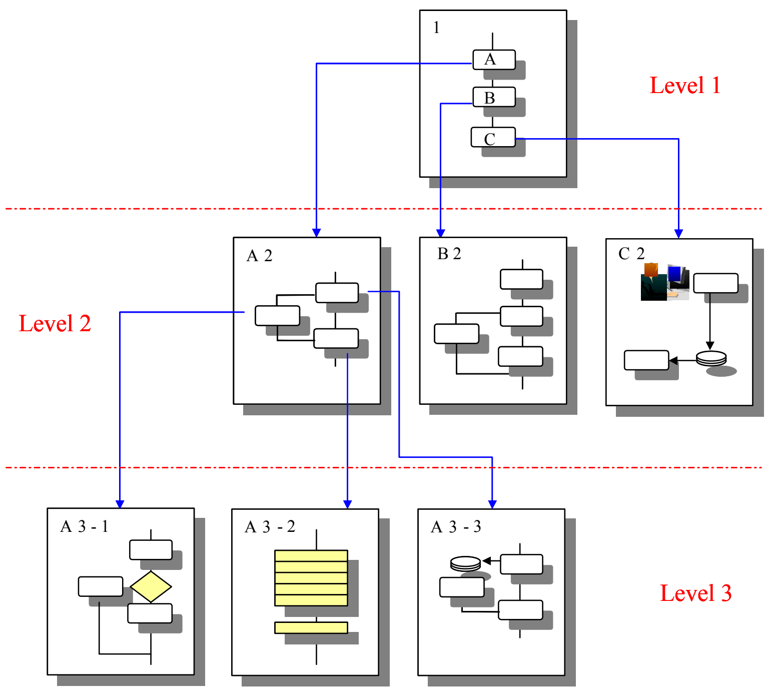
User Manual

February 17, 2006

TABLE OF CONTENTS

Documentation Construction

The concept for this documentation methodology is "one idea per page". Each page represents the complete presentation of information to be conveyed for a specific level of audience understanding.



The "drill down" feature of the documentation is accomplished by exploding each component, or icon, on the page to a complete page presentation at the next level down. (i.e. Each component of a Level 1 page is exploded onto its own Level 2 page. Each component of a Level 2 page is then exploded onto its own Level3 page.)

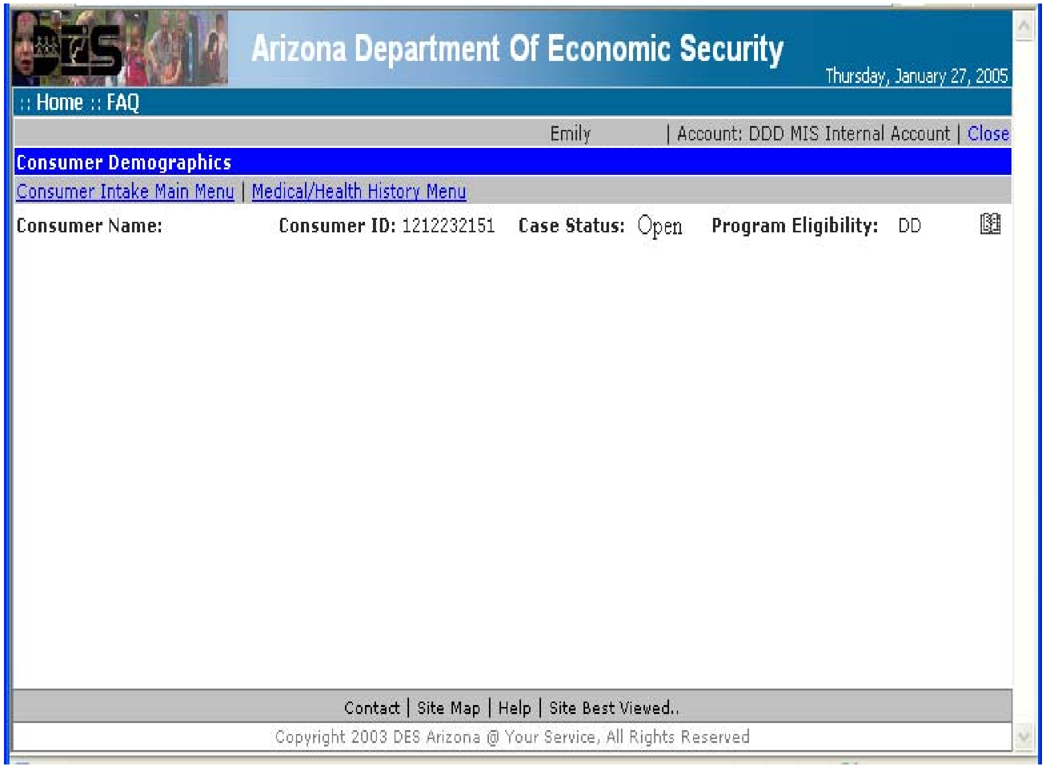
This documentation methodology gives inherent advantages to the IS organization. Each document allows a complete understanding of the proposed system at many different technical and operations levels. Each document is simple to read, follow and comprehend, and is easily expandable. Each document can be constructed relatively quickly by using parallel resources to describe/design the different component of the system. Finally, the methodology works equally well for all types of documentation - requirements, functional specifications, design specifications, test plans, and implementation and user documents.

The Level 1 page constitutes a diagram depicting the entire system under proposal. A diagram, which will not conveniently fit on this single page, is at a concept level that is too detailed for this level.

The Level 2 page(s) detail each icon located on a Level 1 page and further describes the sub-component or sub-system to be presented.

The Level 3 page(s) provide further details of each icon located on Level 2 page. Level 3 diagrams should present the design level detail of decision, filter and computational mechanisms.

Document Construction – Screen Layout



All screens will have the following layout.

Header- Standard DES header information
- Logo

Navigation

User/Account Information- Displays
- User name
- User Account Information
- Close Link- Closes the current window

Title Bar- Displays
- Page name

Content Area- Displays
- Consumer Information Header
  - o Consumer Name
  - o Consumer ID
  - o Case Status
  - o Program Eligibility
  - o Address Book Icon
- Page Description
- Links
- Other information

Footer- Displays Standard DES footer information
- Navigation

Security

This component operates under the umbrella of the “freestanding” Security component of the Long Term Care (LTC) system. The Individual Support Plan (ISP) component works with Security to authorize access to Protected Health Information (PHI) data and functionality.

PHI is any information in a medical record or designated record set that is used to identify an individual, and is created, used, or disclosed in the course of providing a health care service such as diagnosis or treatment.

The Health Insurance Portability and Accountability Act (HIPAA) regulations allow researchers to access and use PHI when necessary to conduct research. However, HIPAA only affects research that uses, creates, or discloses PHI that is entered into the medical record or is used for healthcare services, such as treatment, payment or operations. Note that health information by itself without Consumer identifiers is not considered to be PHI.

The freestanding Security component is used in conjunction with all DDD applications to secure the “data-at-rest” component of the HIPAA requirements. Security is instituted on two distinct levels: a) access to application functionality, and b) access to PHI data. The security logic designed for the LTC system fully conforms to the role based requirements of HIPAA Privacy and Security Regulations. Individual access is only provided to specific PHI as required to perform authorized processing functions.

Introduction

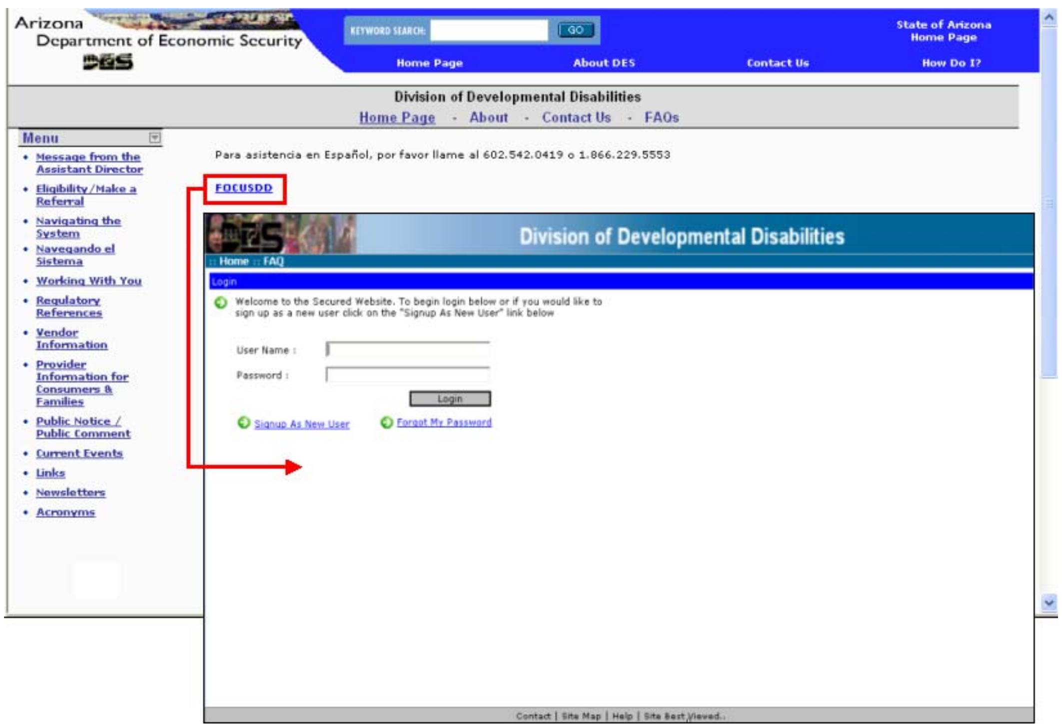
The authorization process allows users to search for vendors of their choice, to provide approved services. For the purposes of this document, the user is defined as the support coordinator, the consumer, or anyone defined on the ISP who is assisting with service requests and placement. The search component allows the user to indicate preferences regarding location, gender, vendor type, and ability to provide multiple services.

The user sends a service request to one or more vendors that are matched through the search. The user may send a request directly to a preferred vendor without searching. The request includes the service needed, the start and end dates of the requested service, and the number of units needed. The vendor also receives general information about the consumer's medical condition(s) or other special needs. The vendor has the option to accept or deny the request. The vendor does not know the consumer's name until the request is accepted and the consumer authorizes the service to be provided. If multiple vendors send an accept response, the consumer chooses from the list of responding vendors or may choose auto-select allowing the system to randomly select one of the available vendors.

External Vendor Login

Vendor security login will allow the vendor to access entry into the FOCUS vendor system. If the vendor does not have a User ID and Password the Vendor may create an account at this page. The Division uses a process of sending a link in E-Mail to the person requesting access. If the person does not receive the E-Mail, they will not be able to login.

The External Vendor may login by entering the DES web address in their Web browser “Address” window, the DES Web address is http://www.azdes.gov/ddd. Once the Vendor arrives at the DES web site the Vendor will click the ”Vendor Information” link. On the Vendor Information page the Vendor will find a “FOCUSDD” link (pictured below). This will transfer the Vendor to the FOCUS login page where the Vendor will gain system access by entering their “User name” & “Password” (pictured inset).



Hyperlinks

Sign-Up as New User – redirects the user to the Sign Up page

Forgot My Password – redirects the user to Forgot Password page

Error messages are returned and displayed as follows:

- Username and Password are required.
- Invalid user name, you may have exceeded the time limit allowed to login for a new user or user name may not exist.
- Invalid first time user login credentials, you are missing, or have provided an invalid security id. You should have received a valid security id via an email confirmation. Please contact the support desk to help you with this issue.

Sign –Up as New User

If an external vendor does not have an account in the system they can request one via the Sign-Up New User link. On the user sign up page, all fields are required. The user id and password must both be at least 8 digits in length and the user id must be unique in the database. A Human Verification image on the lower right will validate using visual syntax.

Error messages are returned and displayed as follows:

- Invalid Code
- Password must be at least 8 characters.
- Password and Re-enter Password do not match.
- Invalid Email Address
- Area Code is invalid.
- User Name must be at least 8 characters.
- All fields are required, please make sure all information is provided

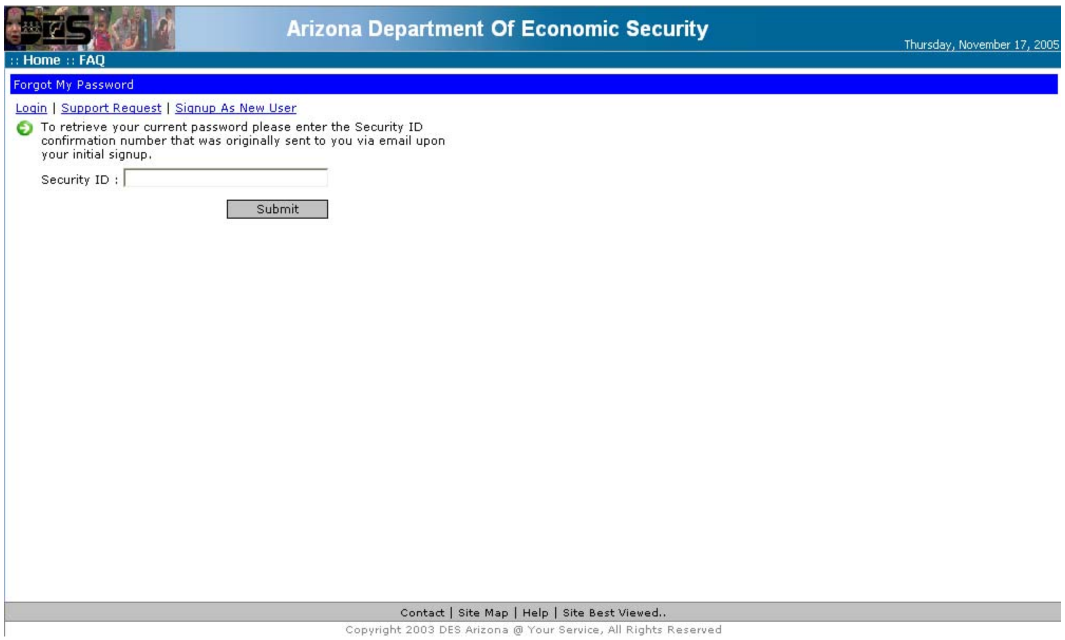
Sign Up Confirmation:

After the vendor has filled out the required information to signup as a new user and hits the "Submit" button the vendor will be sent an email for confirmation. The email will contain a link to the Login page, after successful login within the timeframe allowed of 2 hours the Vendor ID be active and the vendor can then log in at will.

Forgot Password

The Forgot My Password link on the login screen will redirect the Vendor to the Forgot Password screen. On this page the vendor will be asked to enter the secure id. The secure id is a code-calculated field that contains 32 characters as follows:

xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxx



Hyperlinks

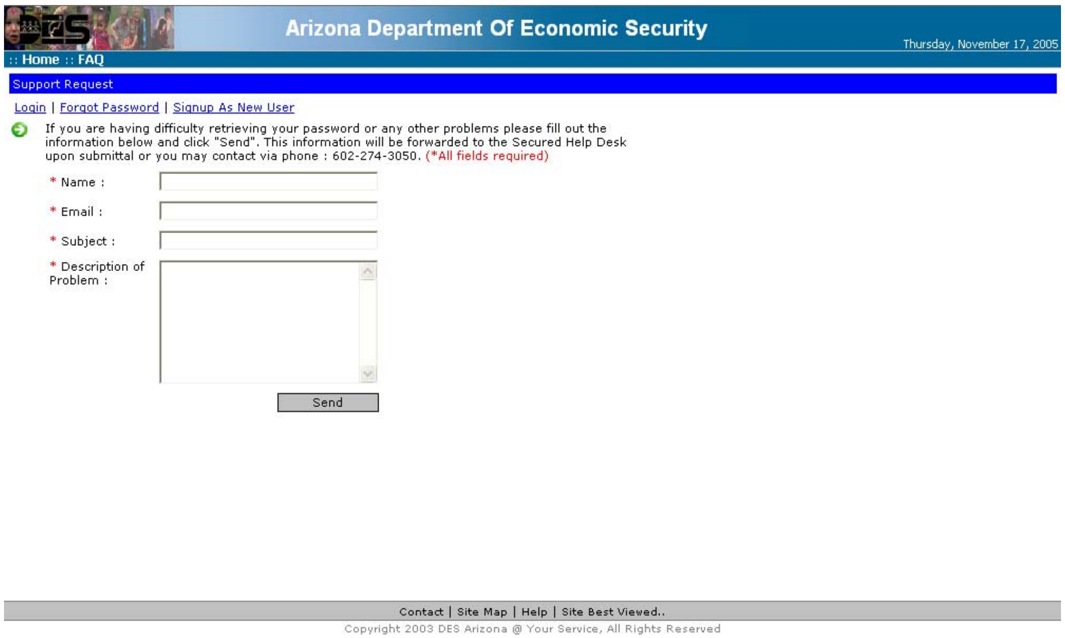
- Login -Redirects the user to the Login Page
- User Sign-Up -Redirects the user to the New User Sign-up page
- Support Request -Redirects the user to the Support Request page
-

Errors are returned as follows:

- Invalid Security Id, please check to make sure you provided the correct value. The Security Id should contain 32 digits with 4 dashes (xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxx).

Support Request

Should the user encounter problems with issues such as passwords the user my place a Support Request. The User may either call the FOCUS Help Desk at 602.274.3050 x 227 or fill in all required data fields of the Support Request and press the Send button to complete the support request.



Hyperlinks

- Login -Redirects the user to the Login Page
- User Sign-Up -Redirects the user to the New User Sign-up page
- Forgot My Password – redirects the user to Forgot Password page

Secure ID Retrieval

Should the user forget their password they may use the Secure ID Retrieval feature.

The system will give the user two options at this screen:

1) The Vendor clicks the “No, this is not my username or email” button, the Vendor will be redirected to the Support Request page.

2) The Vendor clicks the “Correct, send me my password” button, an email will be sent to the vendor specifying the password for the secure id (see example below).

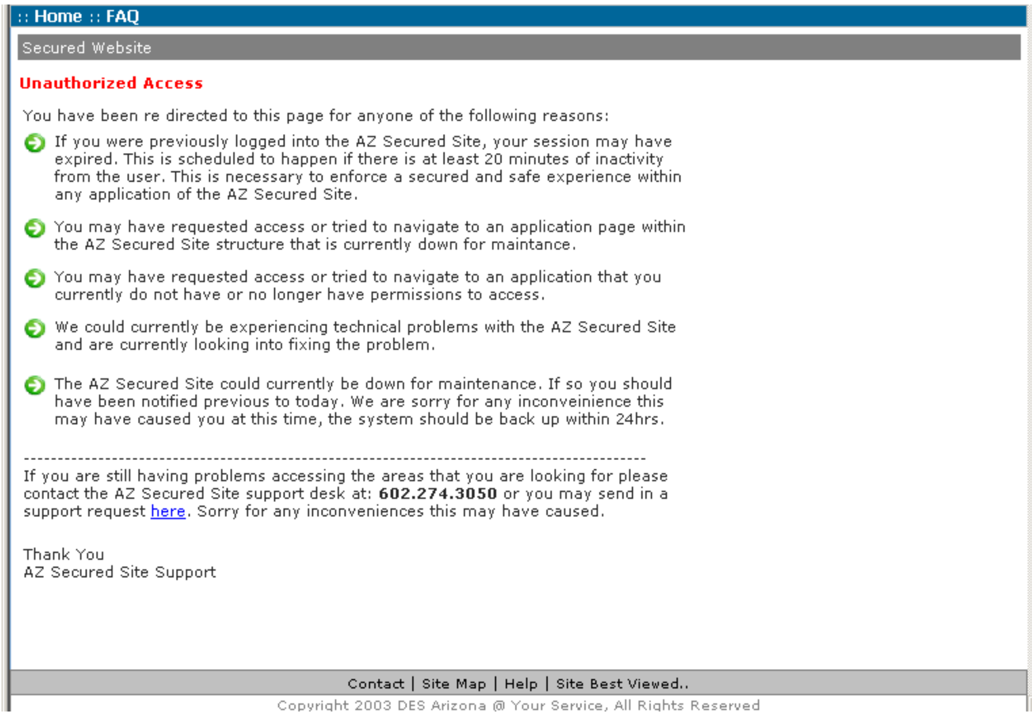
This is a confirmation email to let you know we have received your submission. Please save this email, it contains your SecurityId which will be needed if you ever forget your password.

User Name: Ariesprovun
Password: Ariesprovun
SecurityId: 87AF2414-027A-4BAD-8E78-48176C6F7C6B

Please click on the following link to confirm your Sign Up:
http://ddd-dmz-web/focusdd/frm_Login.aspx?SecurityID=87AF2414-027A-4BAD-8E78-48176C6F7C6B

Unauthorized Access

If there is a problem authenticating a Vendor (logging in), the vendor will be redirected to the Unauthorized Access screen.



Business rule

You will be redirected to the Unauthorized Access page when:

- The vendor does not log in the first time within the time limit
- If the user bookmarks a page that they do not have access to
- If the vendor session expires (session state set at 20 minutes)
- If an application is down for maintenance

When this occurs close the FOCUS login screen.

Then reconnect to the FOCUS Login screen and login again.

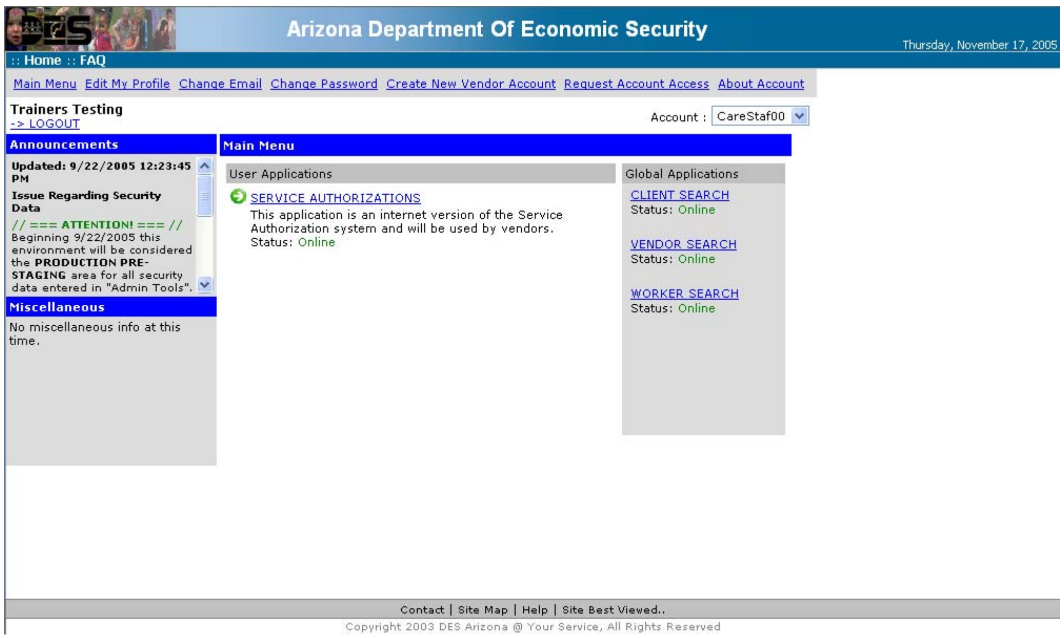
If this remedy proves unfruitful you can call the Help Desk or return to the Support Request page.

Vendor Main Menu

After the Vendor is authenticated (logged into an account they are considered a “User” of the account) they will see only the applications where they are assigned to at least one role.

There are two default roles, the Admin and the User roles. The Admin role will have a higher security and functionality level. The User will have standard access and functionality.

From here the user will have the opportunity to open any of the applications that are listed (provided it is available). If the vendor is a new user the “Account Drop Down” will be hidden and they will have the option to create a new corporate account or request access to an existing account.

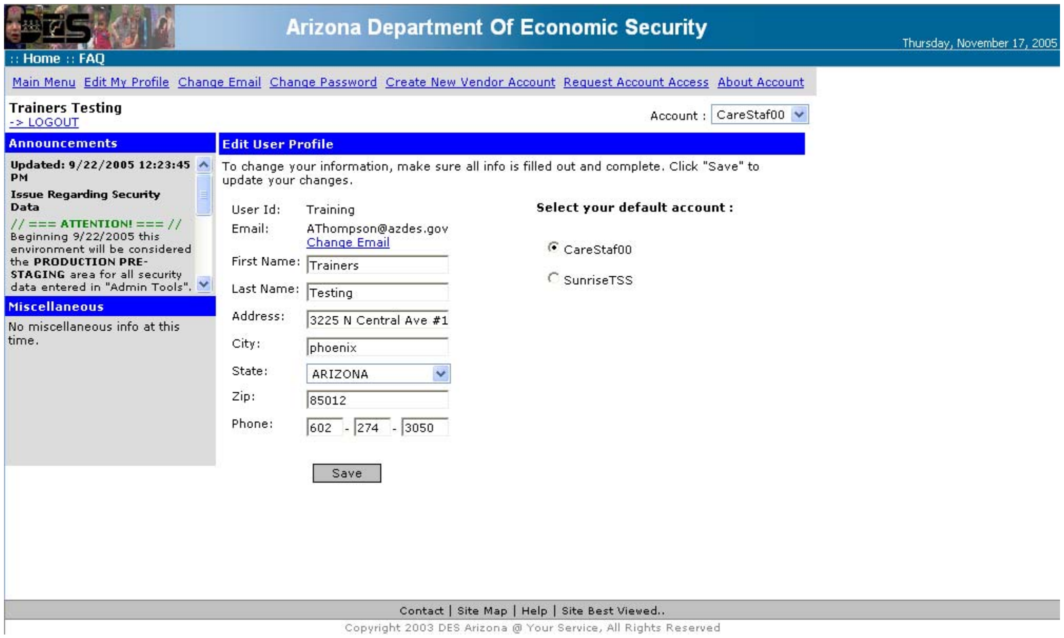


Hyperlinks:

Main Menu – redirects the user to the main menu
Edit User Profile– redirects the user to the Edit User page
Change Email– redirects the user to the Change Email page
Change Password– redirects the user to the Change Password page
Create New Corporate Account – redirects the user to the Create New Account page
Request Access to Existing Account – redirects the user to the Request Account Access page.
About Account – Provides account information.

Edit User Profile

The Edit Profile screen will update the external vendor demographic information.



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Request Access to Existing Account – redirects the user to the Request Account Access page.

About Account – Provides account information.

The following fields are available for update:

- First Name
- Last Name
- Address
- City
- State
- Zip
- Phone
- Default account
- **All the fields are required**

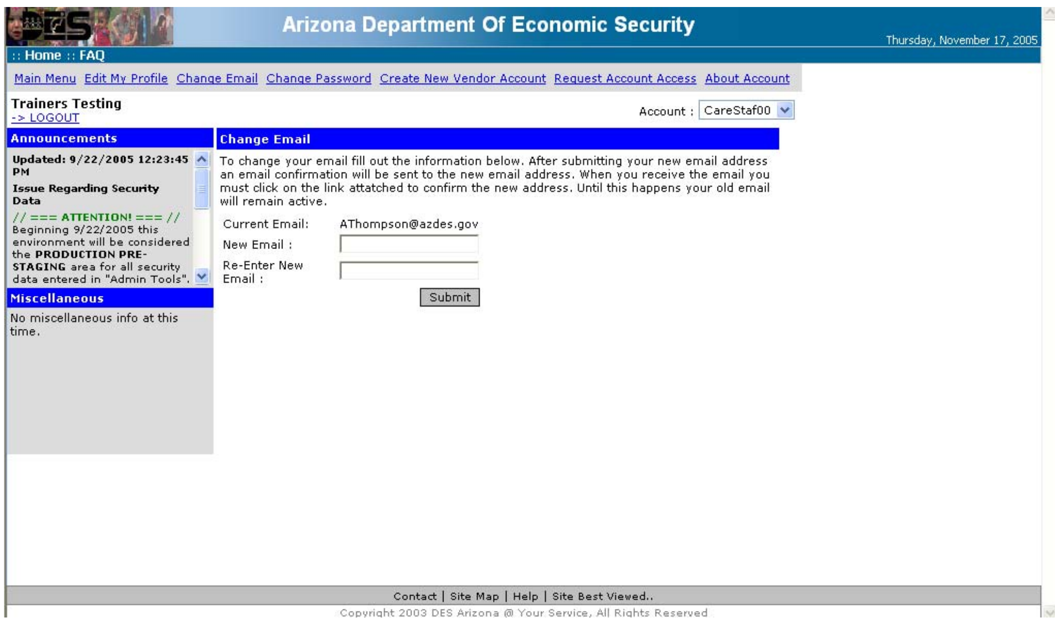
Change Email

A vendor may change their email address by clicking the Change Email link.

In order to update the following validation rule must be passed:

- Email must be valid in form: xxxxxx@yyyyyy.com
- New Email and Re-Enter New Email must be identical

After validation, the Email address will be updated and an email will be sent to the vendor with a link back to the page. When the page opens, the vendor will receive a confirmation message.



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About Account – Provides account information.

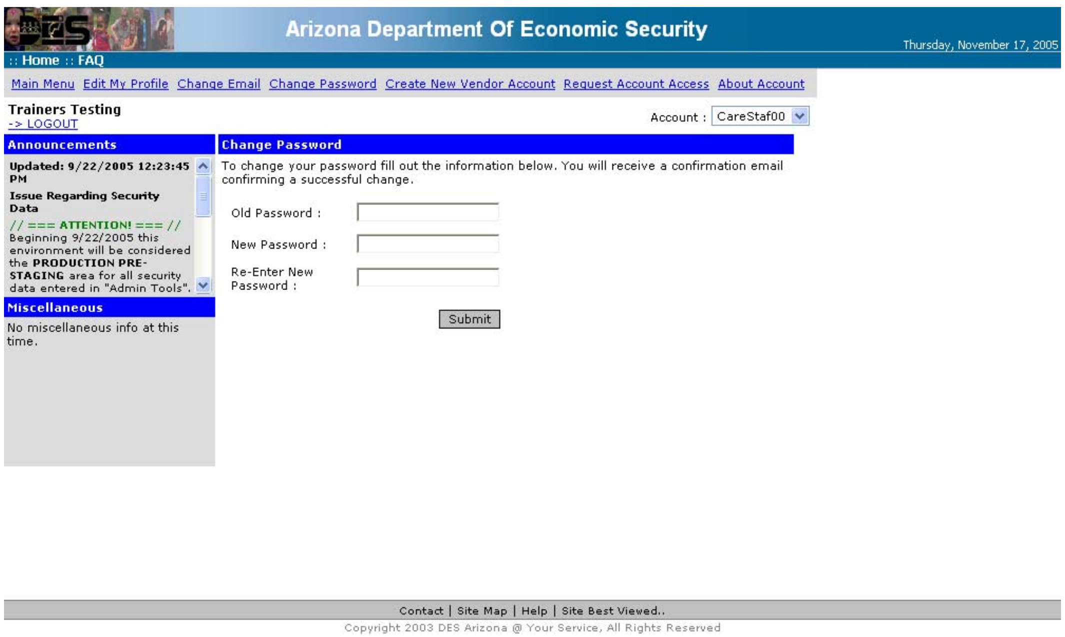
Change Password

The Change Password screen will update the vendor password. In order to update the following validation rule must be passed:

- Old Password as entered much match existing password
- New Password and Re-Enter New Password must be identical
- New Password and Re-Enter New Password must be a minimum of 8 characters

After validation, the following message will be displayed:

- "Your password has been changed successfully."



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About Account – Provides account information.

Create New Account

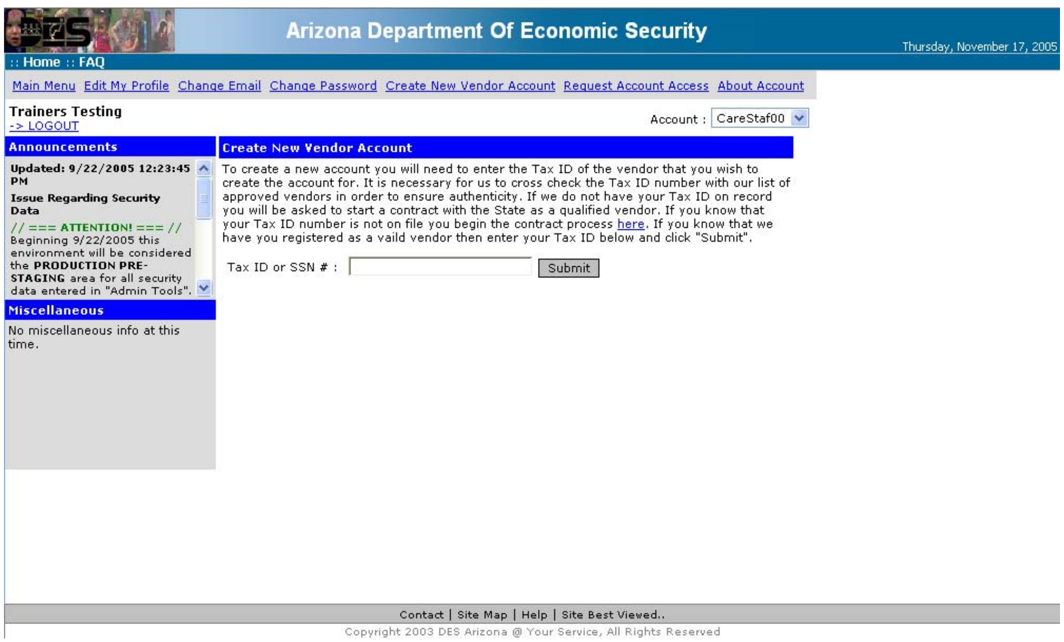
When the vendor wants to create a new account, they must click the Create New Vendor Account link. This will open the Create New Vendor Account screens. To create a new account the vendor will need to enter the Tax ID of the vendor for which they wish to create the account for. It is necessary for the Division to cross check the Tax ID number with the list of approved vendors you will be asked to start a contract with the State as a qualified vendor. When the Tax Id is entered and the submit button clicked, the Tax Id will be validated against the vendor database.

If no Tax id is entered the following error is displayed:

- Please provide a Tax Id number to begin.

If the tax id does not exist in vendor database the following error is displayed:

- Sorry, we couldn't find a corresponding vendor for the ID you provided. Either check your number and try again or you may begin the contract process by clicking the "here" link to begin the process to become a qualified vendor.



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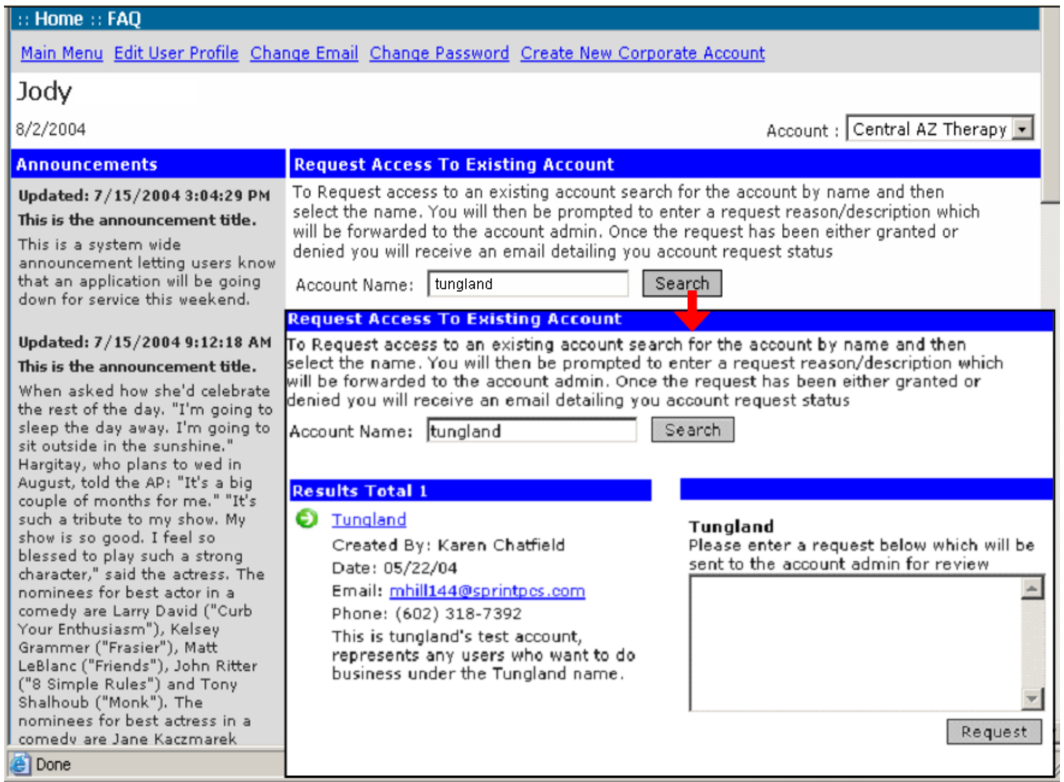
Request Access to Existing Account – redirects the user to the Request Account Access page.

About Account – Provides account information.

Request Access to New Account

When the vendor wants to join an account, the Account Administrator must petition for access rights, by clicking the Request Access to New Account menu item on the user menu. This will open the “Search Existing Accounts” screens. In the center of the screen is a text box to collect the search criteria for the Account Name to be searched (the name of the account you wish to access). The Search criteria entered must match the account name (no misspellings or abbreviations). After clicking the Search button, the criterion entered is compared to the vender database by account name. Once the search is completed you must type a reason for the needed access. Based upon the need for access the account Admin will grant or deny access.



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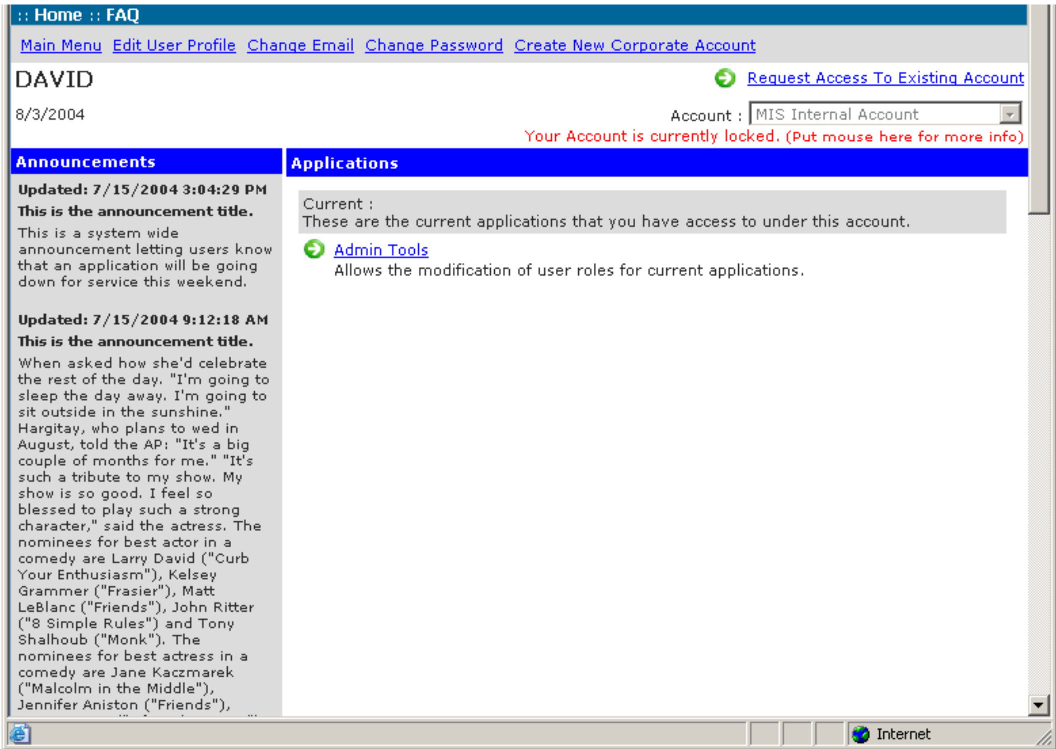
Administrator Role

If a vendor is an Admin of the account then they will see all applications that the account has access to as well as a "Sign-up List" of applications that are available. This list contains any applications that the account currently cannot access but are available for sign up. If an Admin chooses to sign up for an application they must click on the name and follow the steps provided in the application's signup sheet. If an Admin has not been assigned to a role for an application that is displayed then they will not be able to open it until they are assigned to at least one role. Admin will also have access to Admin Tools, which will allow them to administer roles and any user that has access to their account.



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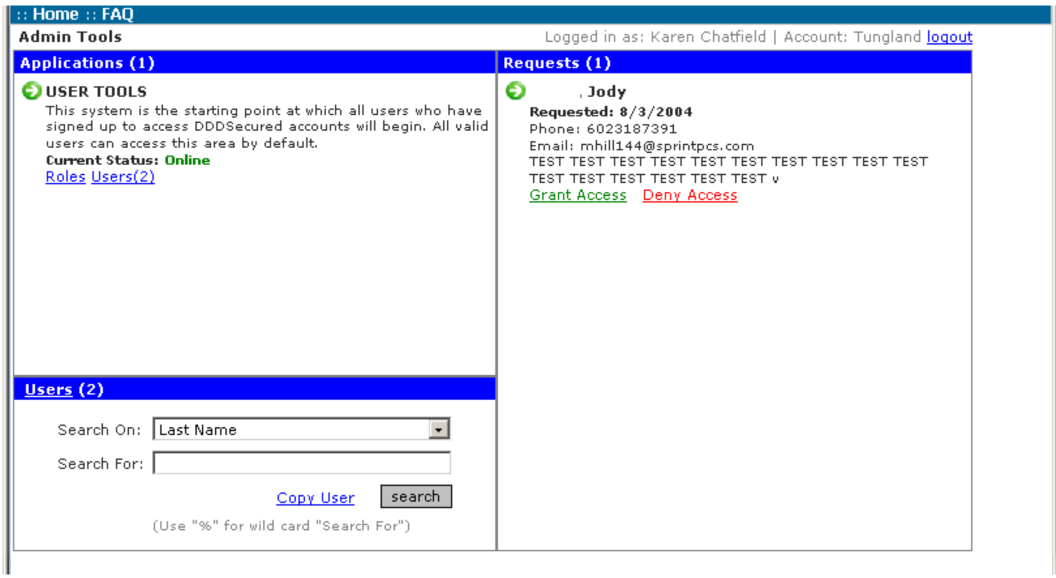
Admin Tools:

1. Account Home
2. Edit Roles
3. Edit Users
4. Copy User
5. Account Users
6. Deny Access Request
7. User Detail
8. Terminate Access

All other functions of the menu shall be identical to the User Menu.

Account Home

This screen is the starting point for all Administrative duties. From here, the vendor may navigate to any area within the Admin Tools system.



Applications

This section displays a list of all the applications the current account has been approved to use such as the Service Authorizations application.

Users

This section allows the vendor to search for specific users who currently have access to the account and the ability to edit roles or users. The user can search on first or last name. Also the "Copy User" function is provided here which allows a single user's role to be copied or "inherited" by other users.

Request Queue

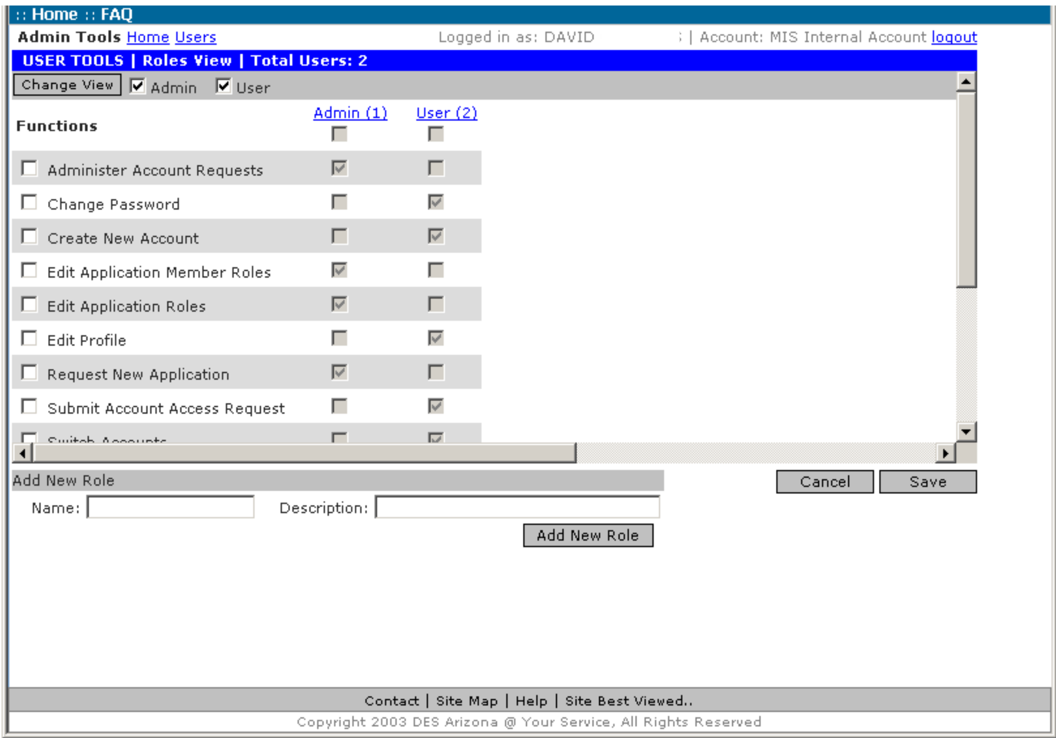
This section displays a list of all the users who wish to gain access to this account. The vendor may deny or grant access to any user. If access is denied then the vendor is prompted to provide reason for the denial and the applicant will be notified via email. Additionally all other Administrators of this account will also be automatically notified.

Logout

If the logout link is clicked the application window will close.

Edit Roles

If the Admin user has access to the Role Edit function for application Administration, then they will able to Edit Roles for the application. This screen displays all the roles that an application currently has. From here the user will be able to edit, add, or delete roles from the application.



Change View
The Admin has the ability to show/hide the roles for the application. In this screen there are two roles: Admin and User, with functions assigned to both

Functions List
All Functions for the Application and Roles specified are listed here

Add New Role
Admins can define their own roles here. They will fill out the name and description of the role and click Add New Role. Their new role will display, they will then select the functions that the new role will have.

One must click "Save" to save changes. Roles that are defined by users can be deleted when there are no users assigned to it. Default roles will be in bold and cannot be deleted.

Hyperlinks

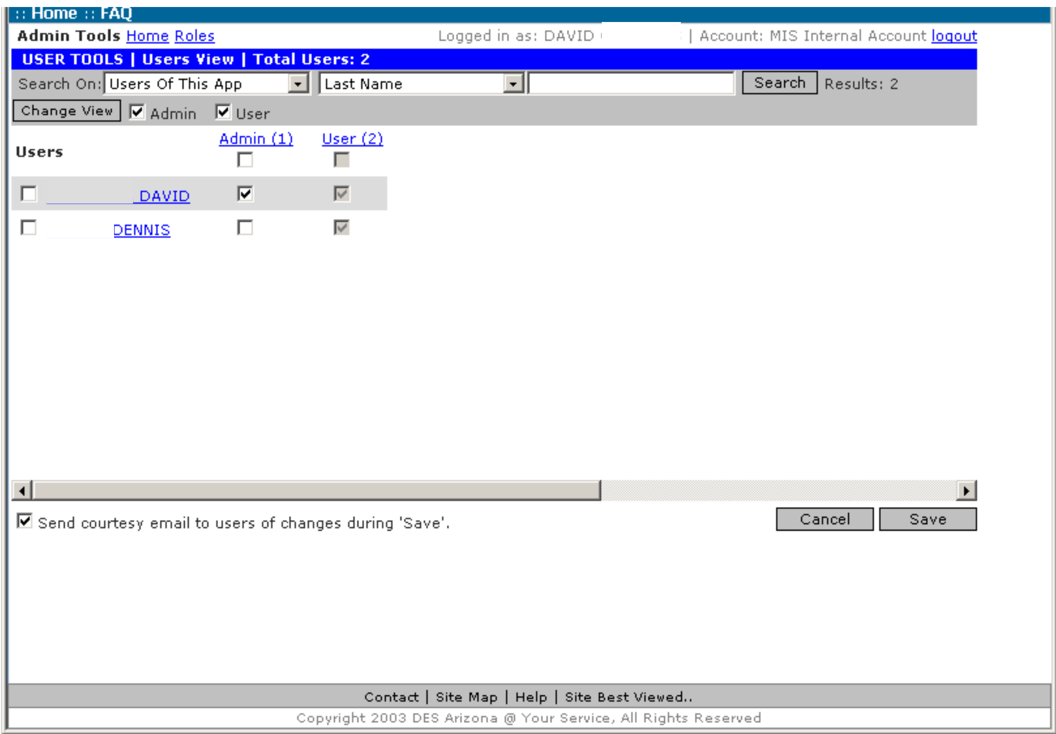
- Home – Returns to Vendor Main Menu
- Users - Returns to Users view

Edit Users

If the Admin user has access to the User Edit function for application Administration, then they will able to Edit User (specify what a user can do) for the application.

This screen displays all the users that have access to the account and has 3 filter modes.

1). All users
2). Users that can currently access the app.
3). Users that cannot access the app. (This means they are not currently assigned to a role). The default is All Users.



Hyperlinks

- Home – Returns to Vendor Main Menu
- Roles - Returns to Roles view

Search Users

This will allow a search for users (based on the filter mode) that can either be assigned to a role (or roles) or change the roles for an existing user (or users).

Anytime a role has either added or revoked from a user, that user will get an email notification notifying them of the change.

Copy Users

This screen will serve as a copying function, which will allow multiple user roles to be setup to look exactly like another user's (or "Target User") role. This allows one user (or multiple) to inherit the same roles as another user.

Target User
This user is selected by clicking on the radio button to the left of the user's name, thus "locking" them in as the "Target" user.

Inherited User
Select the checkbox to the right of the name to select the user to inherit the target user's roles. A "Processing Copy User" message will display during the coping process after which a successful completion the following message is displayed "Users have been copied successfully!" Any roles previously possessed by the "inherited user" not possessed by the "target user" will be removed from the "inherited user".

Hyperlinks

- Home – Returns to Vendor Main Menu
- Users - Returns to Users view

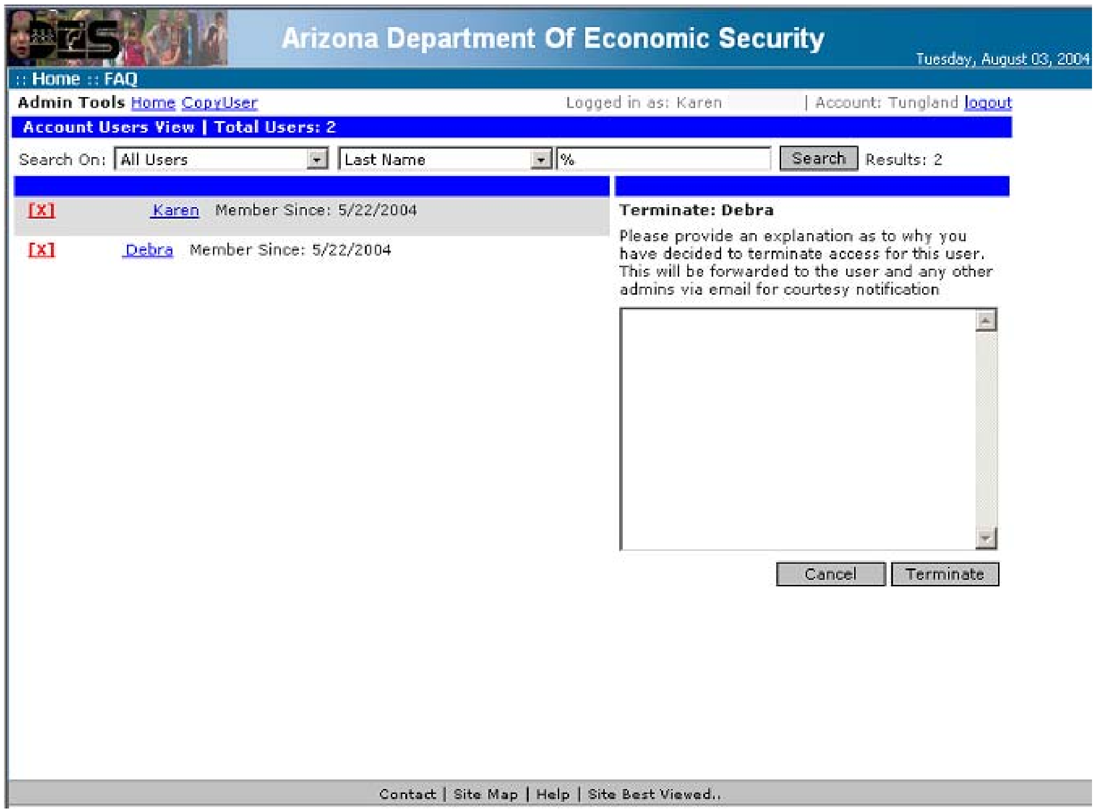
Terminate Access

One must click the **red [X]** to terminate a user; additionally the Admin must enter a reason to terminate the user.

If no reason for termination is provided the following error will display:

- Please provide a denial explanation

A message will be sent via email to the user requesting the account access and any other Administrators.

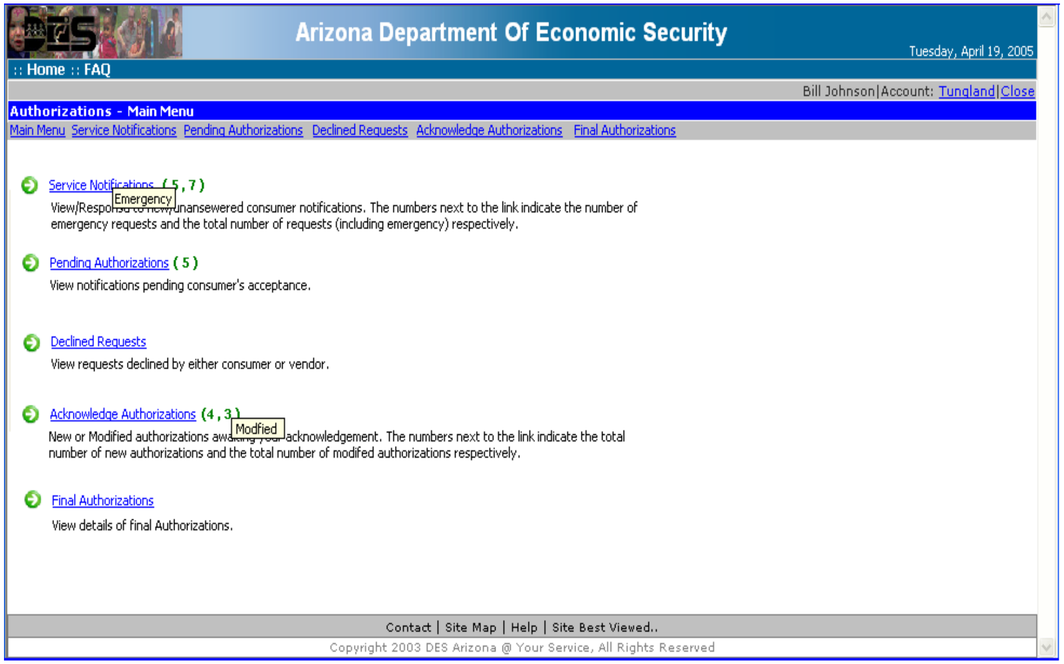


Hyperlinks

- Home – Returns to Vendor Main Menu
- CopyUser - Returns to CopyUser view

Authorizations - Main Menu

The Authorizations Main Menu allows the vendor to navigate the authorization screens. All numbers following the hyperlinks indicate the number of responses and have a mouse over description.



Hyperlinks

- Service Notifications – Directs the vendor to the Service Notifications screen, where the vendor can view new requests for service. The numbers next to the link indicates the number of emergencies and the total number of requests respectively (**Emergency, Total)**.
- Pending Authorizations – Directs the vendor to the Pending Authorization screen. The number next to the link indicates the number of new pending authorizations. A pending authorization is a service request a vendor has accepted and is now waiting for the consumer to accept or decline.
- Declined Requests – Directs the vendor to the Declined Authorization screen. When either the vendor or the consumer declines a request, the number next to the link indicates the number of declined authorizations.
- Acknowledge Authorizations – Directs the vendor to the Acknowledge Authorizations screen, where the user acknowledges new or modified authorizations. The numbers next to the link indicate the total number of new authorizations and the total number of modified authorizations **(New, Modified)**, respectively.
- Final Authorizations – Directs the vendor to the Final Authorization screen. The number next to the link indicates the number of new final authorizations. A final authorization is required for the vendor to provide services and receive payment for those services.

Service Notifications

The Service Notifications screen is accessed through the Service Notifications hyperlink on the Authorizations Main Menu. This screen allows the vendor to view consumers' request for services. The vendor may click on the View Details hyperlink to learn more about the service request. From the details screen the vendor may accept or reject the request for service. All columns can be sorted; the default sort is by notification date.

Hyperlinks

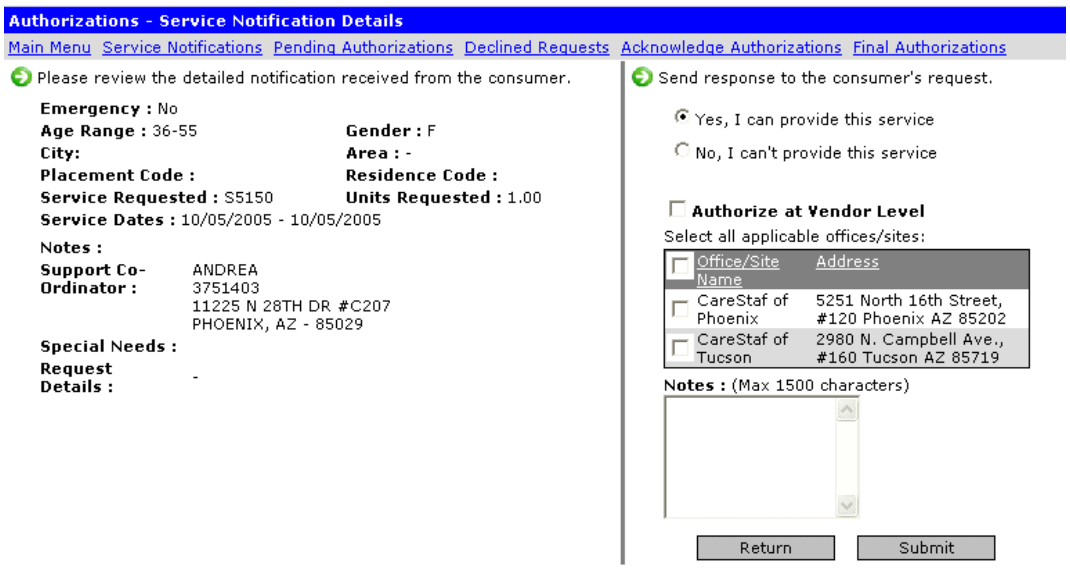
- View Details – Directs the vendor to the Service Notification Details screen.
- Service Notifications – Directs the vendor to the Service Notifications screen.
- Pending Authorizations – Directs the vendor to the Pending Authorization screen.
- Declined Requests – Directs the vendor to the Declined Authorization screen.
- Acknowledge Authorizations – Directs the vendor to the Acknowledge Authorizations screen.
- Final Authorizations – Directs the vendor to the Final Authorization screen.

Content

- Service Code – All service codes have a mouse over description.

Service Notification Details

The Service Notification Details screen is accessed through the View Details hyperlink on the Service Notifications screen. This screen provides detailed information about the consumer requesting service, while maintaining consumer anonymity. The vendor receives the service requested, request dates, requested schedule, units requested and notes and special needs if provided. The vendor may accept or decline the request.



Hyperlinks

- Service Notifications – Directs the vendor to the Service Notifications screen.
- Pending Authorizations – Directs the vendor to the Pending Authorization screen.
- Declined Requests – Directs the vendor to the Declined Authorization screen.
- Acknowledge Authorizations – Directs the vendor to the Acknowledge Authorizations screen.
- Final Authorizations – Directs the vendor to the Final Authorization screen.

Commands

- Cancel & Return – Returns to the Service Notification screen without saving data.
- Submit – Submits the vendor's response to the consumer. This removes the request from the Service Notification screen, adding it to the Pending Authorizations screen if accepted or the Declined Requests screen if the vendor does not accept.

Service Notification Details Continued

Content

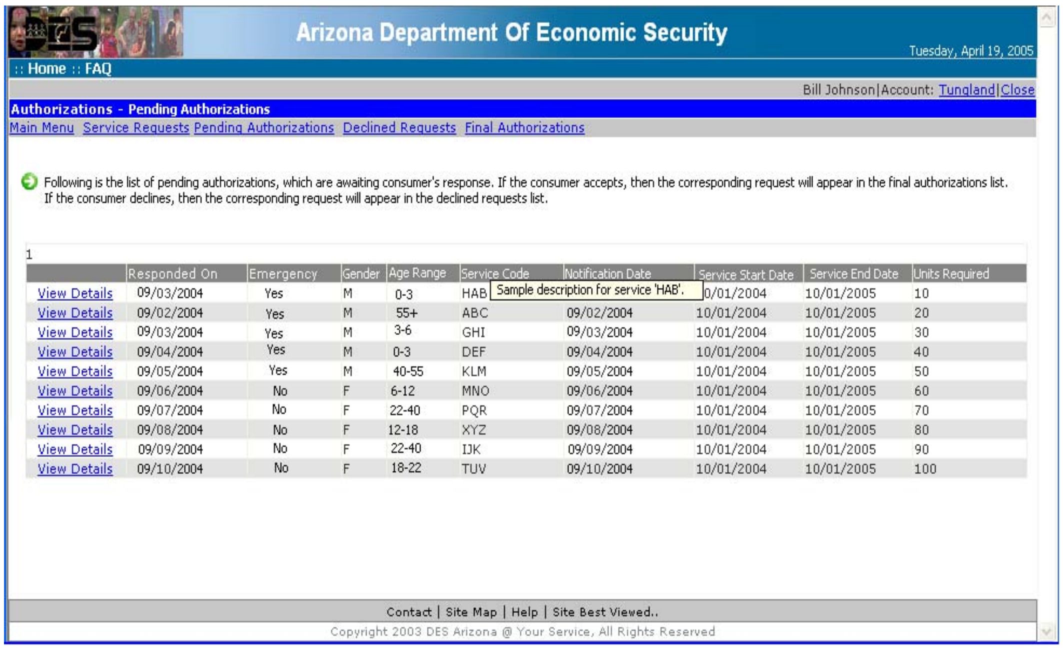
- Notification Date – Is the date the request was sent by the consumer.
- Area- contains the location criteria entered by the user if the user searched by location from the Vendor Selection screen.
- The Vendor selects a yes or no response to indicate whether or not they are willing to provide the service as indicated.
- Reason – Appears only if the vendor is not going to provide the service(s). Provides a list of denial reasons.
- Sites - Allows the vendor to select all or specific sites that can provide the requested service.
- The notes field may contain up to 2000 characters.

Business Rules

- All service codes have a mouse over description for further information.
- If the service requested is site related, the authorization must specify a site. Otherwise the authorization may be authorized at the office or vendor level.

Pending Authorizations

The Pending Authorization screen is accessed through the Pending Authorizations hyperlink on the Authorizations Main Menu. This screen allows the vendor to view authorizations they have accepted which are awaiting consumer approval. If the consumer accepts, the consumer's data appears in the final authorization list. If the consumer declines the vendor, the request appears in the declined request list.



	Responded On	Emergency	Gender	Age Range	Service Code	Notification Date	Service Start Date	Service End Date	Units Required
View Details	09/03/2004	Yes	M	0-3	HAB		0/01/2004	10/01/2005	10
View Details	09/02/2004	Yes	M	55+	ABC	09/02/2004	10/01/2004	10/01/2005	20
View Details	09/03/2004	Yes	M	3-6	GHI	09/03/2004	10/01/2004	10/01/2005	30
View Details	09/04/2004	Yes	M	0-3	DEF	09/04/2004	10/01/2004	10/01/2005	40
View Details	09/05/2004	Yes	M	40-55	KLM	09/05/2004	10/01/2004	10/01/2005	50
View Details	09/06/2004	No	F	6-12	MNO	09/06/2004	10/01/2004	10/01/2005	60
View Details	09/07/2004	No	F	22-40	PQR	09/07/2004	10/01/2004	10/01/2005	70
View Details	09/08/2004	No	F	12-18	XYZ	09/08/2004	10/01/2004	10/01/2005	80
View Details	09/09/2004	No	F	22-40	IJK	09/09/2004	10/01/2004	10/01/2005	90
View Details	09/10/2004	No	F	18-22	TUV	09/10/2004	10/01/2004	10/01/2005	100

Hyperlinks

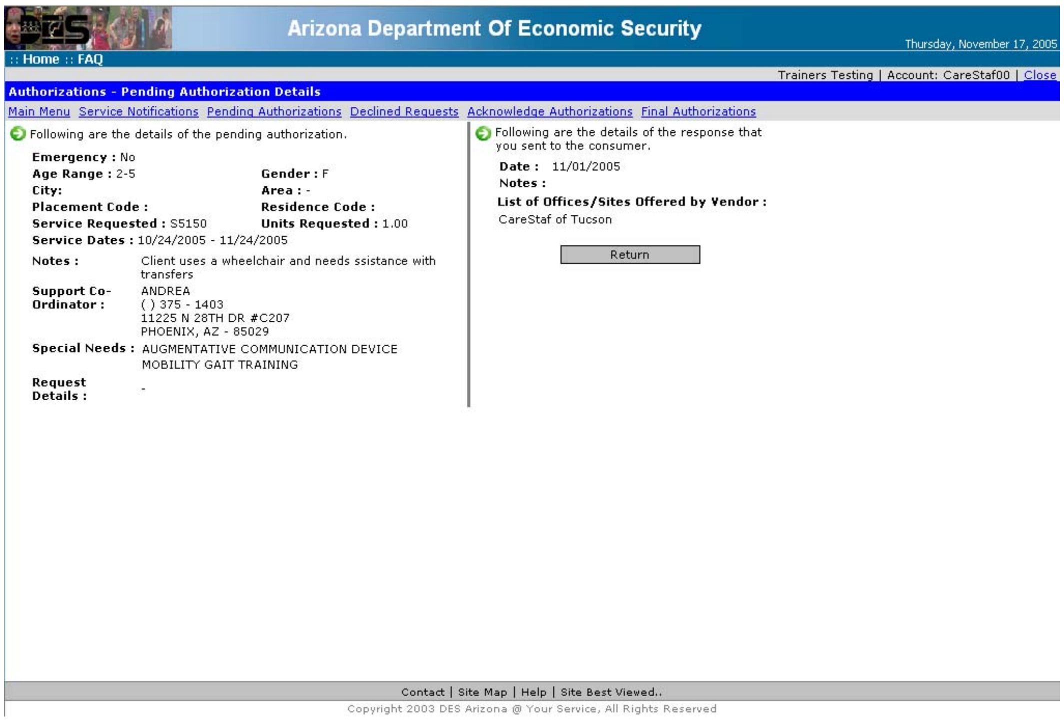
- Service Notifications – Directs the vendor to the Service Notifications screen.
- Pending Authorizations – Directs the vendor to the Pending Authorization screen.
- Declined Requests – Directs the vendor to the Declined Authorization screen.
- Acknowledge Authorizations – Directs the vendor to the Acknowledge Authorizations screen.
- Final Authorizations – Directs the vendor to the Final Authorization screen.
- View Details – Allows the vendor to view more details about the service request, including specific sub-services, notes, special needs etc. Directs the vendor to the Pending Authorization Details screen.

Content

Service Code – All service codes have a mouse over description

Pending Authorization Details

The Pending Authorization Details screen is accessed through the View Details hyperlink on the Pending Authorizations screen. This screen allows the vendor to view more details about the service request that is pending consumer authorization. Details include service requested, delivery method, units requested, notes, special needs, any requested sub-services, and the response the vendor sent to the consumer.



Hyperlinks

- Service Notifications – Directs the vendor to the Service Notifications screen.
- Pending Authorizations – Directs the vendor to the Pending Authorization screen.
- Declined Requests – Directs the vendor to the Declined Authorization screen.
- Acknowledge Authorizations – Directs the vendor to the Acknowledge Authorizations screen.
- Final Authorizations – Directs the vendor to the Final Authorization screen.

Commands

- Return – Returns to the Pending Authorization screen.

Content

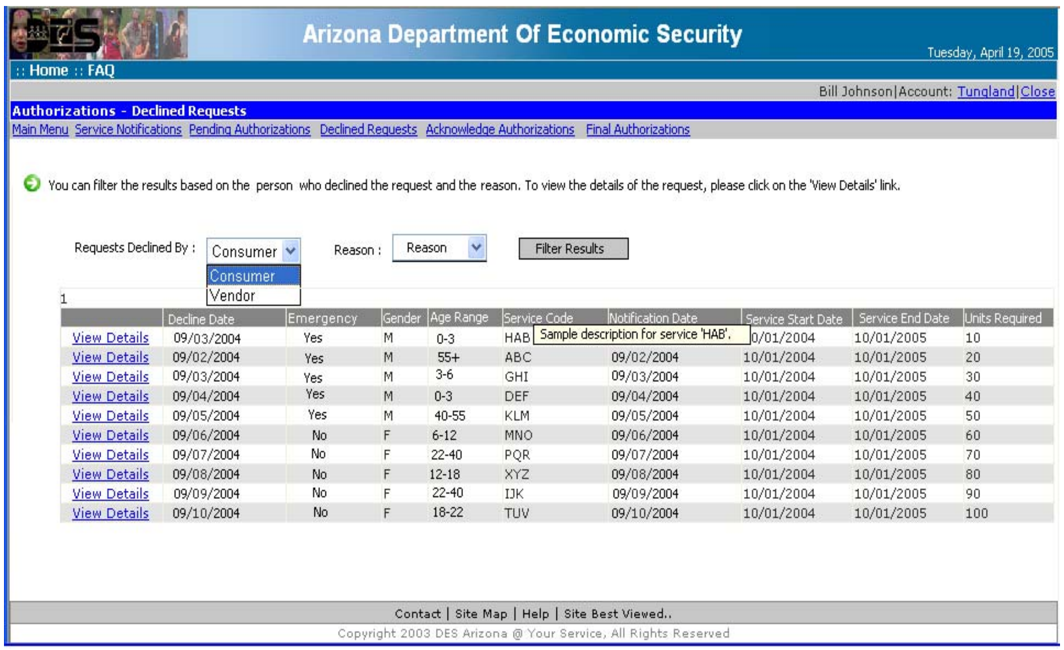
- Notification Date – Is the date the request was sent by the consumer.

Business Rules

- All service codes have a mouse over description for further information.

Declined Requests

The Declined Request screen is accessed through the Declined Requests hyperlink on the Authorizations Main Menu. This screen allows the vendor to view service requests that were declined. The vendor can filter the declined requests by selecting “vendor” or “consumer” in the Requests Declined By selection box or by selecting a declined “reason” in the Reason selection box, then pressing the Filter Results button. All columns may be sorted by clicking on the column heading; the default sort is by decline date.



Hyperlinks

- Service Notifications – Directs the vendor to the Service Notifications screen.
- Pending Authorizations – Directs the vendor to the Pending Authorization screen.
- Declined Requests – Directs the vendor to the Declined Authorization screen.
- Acknowledge Authorizations – Directs the vendor to the Acknowledge Authorizations screen.
- Final Authorizations – Directs the vendor to the Final Authorization screen.
- View Details – Allows the vendor to view details about the declined request. Directs the vendor to the Decline Request Details screen

Declined Requests Continued

Commands

- Filter Results – Allows the vendor to filter the declined requests according to the selected criteria in the Request declined by or the Reason selection box (es).

Content

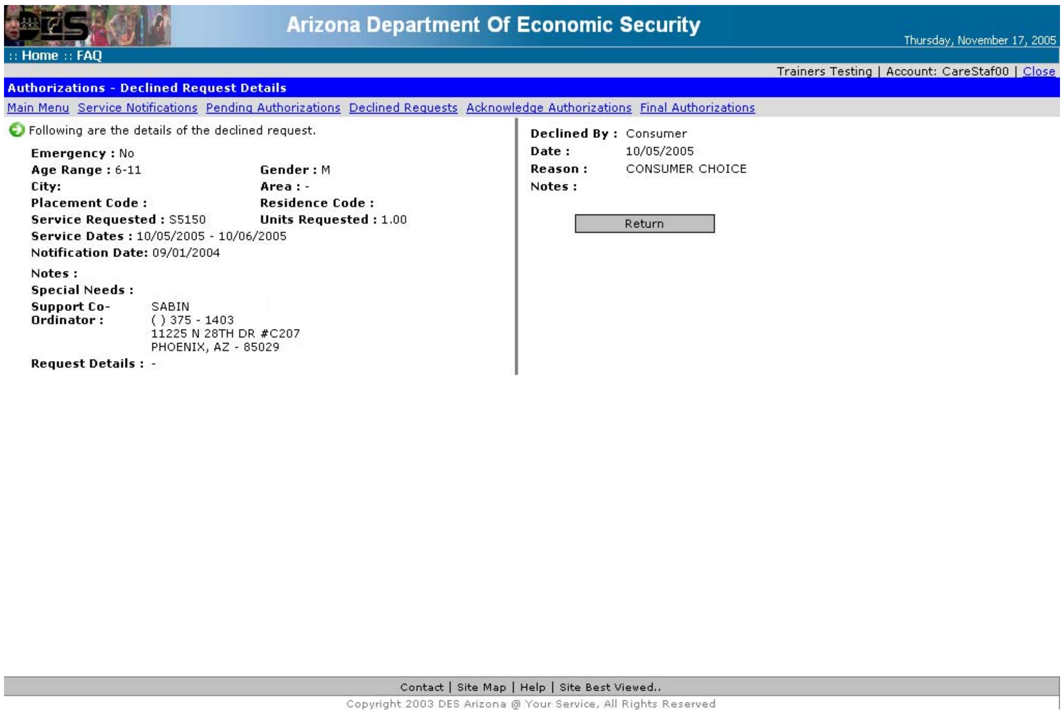
- Request Declined By – Allows the vendor to select the declined authorizations they would like to view: authorizations declined by the consumer or themselves.
- Reason – Allows the vendor to sort the declined requests by declined reason.
- Service Code – All service codes have a mouse over description.

Business Rules

- Declined requests are visible in this screen for six months after the declined date.

Declined Request Details

The Declined Request Details screen is accessed through the Authorizations Main Menu. It provides details about the declined service request. Details include the original request data, who declined the request, when the request was declined, the reason the request was declined and any notes provided.



Hyperlinks

- Service Notifications – Directs the vendor to the Service Notifications screen.
- Pending Authorizations – Directs the vendor to the Pending Authorization screen.
- Declined Requests – Directs the vendor to the Declined Authorization screen.
- Acknowledge Authorizations – Directs the vendor to the Acknowledge Authorizations screen.
- Final Authorizations – Directs the vendor to the Final Authorization screen.

Commands

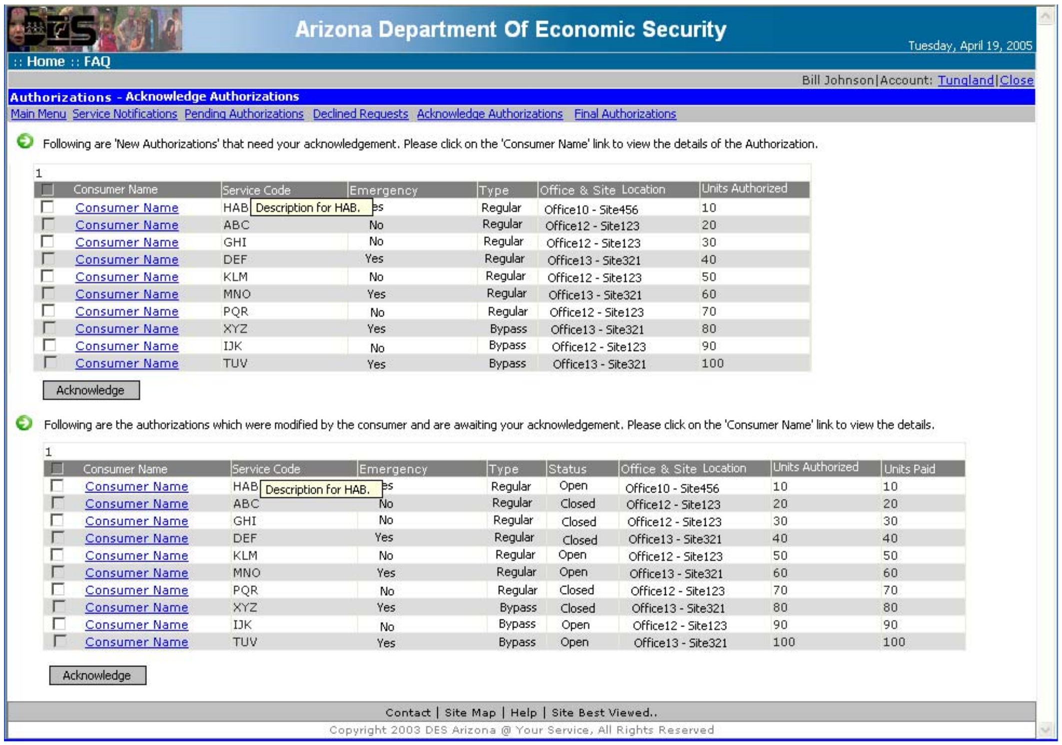
- Return – Returns to the Declined Request screen.

Business Rules

- All service codes have a mouse over description for further information.

Acknowledge Authorization

The Acknowledge Authorization screen is accessed through the Acknowledge Authorization hyperlink on the vendor’s Authorizations - Main Menu. The first data grid, the New Authorizations data grid, allows the vendor to acknowledge all new authorizations. The second data grid, the Modified Authorization data gird, allows the vendor to acknowledge all current authorizations that have been modified.



Commands

- Acknowledge – All selected authorizations are removed from the Acknowledge Authorization screen and placed in the Finalized Authorization screen.
- Service Code – All service codes have a mouse over description

Hyperlinks

- Service Notifications – Directs the vendor to the Service Notifications screen.
- Pending Authorizations – Directs the vendor to the Pending Authorization screen.
- Declined Requests – Directs the vendor to the Declined Authorization screen.
- Acknowledge Authorizations – Directs the vendor to the Acknowledge Authorizations screen.
- Final Authorizations – Directs the vendor to the Final Authorization screen.
- Consumer Name – Allows the vendor to view detailed information about the authorization. The hyperlinks in the New Authorization data grid direct the vendor to the Finalized Authorization Details screen. The hyperlinks in the Modified Authorizations data grid direct the vendor to the Modified Authorization Detail screen.

Modified Authorization Details

The Modified Authorization Details screen is accessed through the Consumer Name hyperlink in the Modified Authorizations data grid on the Acknowledge Authorizations screen. This screen allows the vendor to view detailed modified authorization data. The original and edited data are displayed, including: units and/or service dates, in addition to any other pertinent information (i.e. delivery method, office/site, notes, special needs, and request details).

Hyperlinks

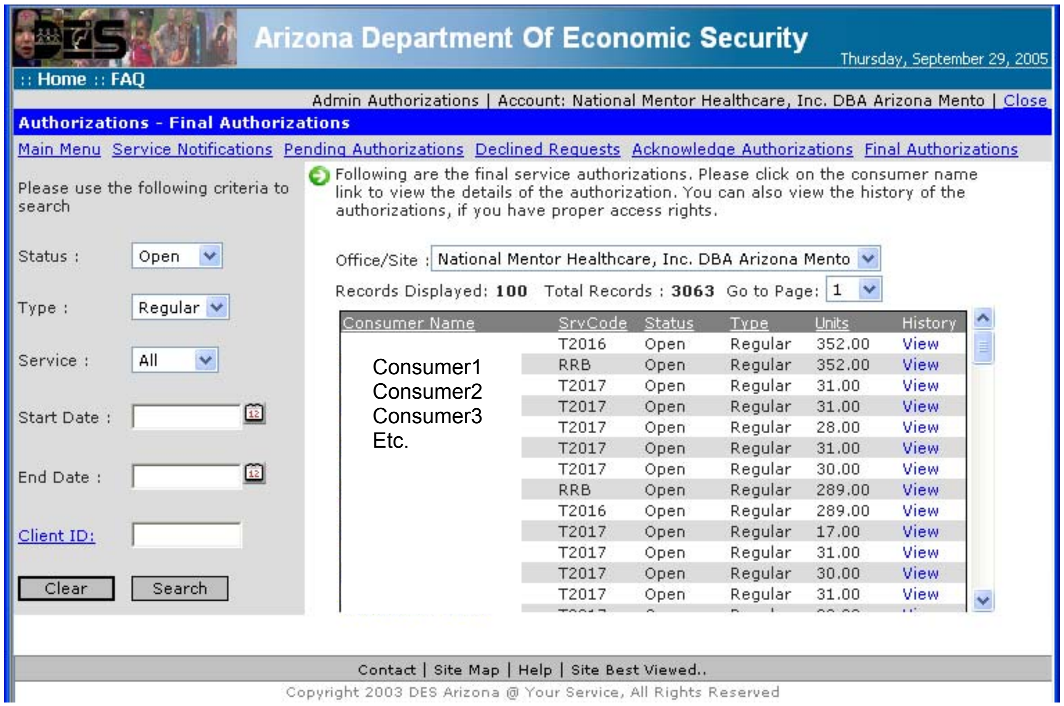
- Service Notifications – Directs the vendor to the Service Notifications screen.
- Pending Authorizations – Directs the vendor to the Pending Authorization screen.
- Declined Requests – Directs the vendor to the Declined Authorization screen.
- Acknowledge Authorizations – Directs the vendor to the Acknowledge Authorizations screen.
- Final Authorizations – Directs the vendor to the Final Authorization screen.
- View Authorization History – Allows the vendor to view the original and all subsequent changes to the authorization. Formatted in a PDF report.

Commands

- Return – Returns to the previous screen, Acknowledge Authorizations screen.
- Acknowledge – Allows the vendor to acknowledge the changes to the authorization. This moves the request data from the Modified Authorization data grid on the Acknowledge Authorizations screen to Finalized Authorizations screen.

Final Authorizations

The Final Authorizations screen is accessed through the Final Authorizations hyperlink on the Authorizations Main Menu. This screen allows the vendor to view all final authorizations. After a new or modified authorization is acknowledged, the authorization appears in this data grid. The vendor may filter the visible authorizations or search for a selected authorization by selecting/entering information in the search criteria in the selection/information boxes and pressing the Search button.



Hyperlinks

- Main Menu – Returns to main menu.
- Service Notifications Directs the vendor to the Service Notifications screen.
- Pending Authorizations – Directs the vendor to the Pending Authorization screen.
- Declined Requests – Directs the vendor to the Declined Authorization screen.
- Acknowledge Authorizations – Directs the vendor to the Acknowledge Authorizations screen.
- Final Authorizations – Directs the vendor to the Final Authorization screen.
- Consumer Name – Redirects the vendor to the Final Authorization Details screen.
- View History – Allows the vendor to view the original and all subsequent changes to the authorization. Formatted in a PDF report.

Final Authorizations Continued

Commands

- <u>Clear</u> – Deletes all information entered in the search criteria boxes.
- <u>Search</u> – Finds and displays the authorizations meeting entered search criteria.

Content

- **Search Criteria**: Information entered in any of these boxes determines which authorizations are displayed in the authorization results grid. The Authorization Search criteria includes:
  - Status – Include: "open" and "closed" or the user may select "all" to include both
  - Type – Authorization types include: regular, and bypass. The user may enter all to include both in the search.
  - Service – The user may enter a specific service code to search for authorizations with that code or may use all to include any service code
  - Start /End Date – The user may enter a specific authorization start/end date.

- Client ID – If a Client Id is entered, only authorizations for that client meeting any other search criteria entered will be displayed.
- <u>Office & Site</u> – Allows the vendor to sort authorizations according to office or site location. Locations populated according to the vendor's locations.
- <u>Records Displayed</u>- Displays the number of records displayed in the results data grid.
- <u>Total Records</u>- Displays the total number of records found matching the search criteria
- <u>Go To Page selection box</u>- Allows the vendor to select the page of results to display in the results data grid.
-
- **Results Data Grid**
  - <u>Status</u> – Allows the vendor to sort authorizations according to the status of the authorization, all, open or closed.
  - <u>Type</u> – Allows the vendor to sort authorizations according to the type of the authorization: "All", "Regular" or "Bypass". The type populates according to the type of finalized authorizations (i.e. if all authorizations are regular than only that option appears).
  - <u>Service Code</u> – All service codes have a mouse over description.

Final Authorization Details

The Final Authorization Details screen is accessed through the Consumer Name hyperlink on the Final Authorization screen. This screen allows the vendor to view more detail about the consumer. Detail includes, name, consumer id, age, gender, phone, address, and pertinent information regarding the service request and authorization.

Hyperlinks

- Main Menu – Returns to main menu.
- Service Notifications Directs the vendor to the Service Notifications screen.
- Pending Authorizations – Directs the vendor to the Pending Authorization screen.
- Declined Requests – Directs the vendor to the Declined Authorization screen.
- Acknowledge Authorizations – Directs the vendor to the Acknowledge Authorizations screen.
- Final Authorizations – Directs the vendor to the Final Authorization screen.
- View Authorization History – Allows the vendor to view the original and all subsequent changes to the authorization. Formatted as a PDF report.

Commands

- Return – Returns to the previous screen.
- End Authorization – Lets the vendor to end the authorization. Directs the vendor to the End Authorization screen.

Business Rules

- All service codes have a mouse over description for further information.

